



LEROY D. BACA, SHERIFF

County of Los Angeles
Sheriff's Department Headquarters
4700 Ramona Boulevard
Monterey Park, California 91754-2169



December 17, 2003

The Honorable Board of Supervisors
County of Los Angeles
383 Kenneth Hahn Hall of Administration
Los Angeles, California 90012

Dear Supervisors:

**EXTENSION OF EXISTING INFORMATION TECHNOLOGY SUPPORT SERVICES
MASTER AGREEMENT (ITSSMA) WORK ORDER AND INCREASE THE MAXIMUM
WORK ORDER AMOUNT FOR THE MODIFIED AUTOMATED PROCESS AND
ACCOUNTING SYSTEM (MAPAS)**

This letter is to notify your Board of our intent to request the Internal Services Department (ISD) to extend ITSSMA Work Order N01-0155 with Sierra Systems Inc. from January 31, 2004 to September 30, 2004, with an option to extend if ITSSMA is renewed, and, increase the Work Order amount from \$544,000 to \$760,000 to provide support for sustaining maintenance of an existing system in the Sheriff's Department.

BACKGROUND

The Modified Automated Process and Accounting System (MAPAS) is a software application that assists the Sheriff's Department and other County Departments in managing and tracking the service of civil and criminal process handled by the Los Angeles County Sheriff's Department. MAPAS functions as an automated accounting program that interfaces with the County's Auditor-Controller's Trust Warrant Writing System (TWWS). Approximately 200 users at 40 County sites access the MAPAS automated accounting system over the County's computer network.

MAPAS was fully implemented in May 1990, by the Los Angeles County Marshal's Office. The Sheriff's Department assumed responsibility for its operation upon the Sheriff/Marshal merger that took place in 1994.

In the thirteen years that MAPAS has been in production, the software application has been continuously improved to incorporate legally mandated changes and major

A Tradition of Service

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functionality enhancements to address usability and performance issues. MAPAS consists of the following major functions: case tracking, trust accounting, management and operational reporting, court security, and administrative support functions. It is a mature and well-maintained system, but lacks the functionality the Department requires to meet its future business needs.

MAPAS was developed using what is now considered old technology that requires specialized knowledge to maintain and has become difficult to enhance or expand with new functionality to meet the Department's future business requirements. Department staff is concentrating on developing the specifications and design for a MAPAS replacement system and is outsourcing the maintenance of the existing system.

Sierra Systems, the current vendor, was originally selected through a competitive ITSSMA work order solicitation and has performed within the requirements of the work order. Amendment of this work order will enable the Sheriff's Department to continue to provide for MAPAS maintenance while the Department is generating the specifications and design that will result in the procurement of a MAPAS replacement system as outlined in the Sheriff's Fiscal Year 2003-2004 Business Automation Plan. A MAPAS replacement is forecasted for the first quarter of 2006.

SCOPE OF WORK

The scope of the amended work order includes:

1. Ongoing, sustaining maintenance and enhancement of the MAPAS software application: One full-time equivalent (FTE) consultant will provide up to two hundred (200) hours of consulting services per month. The tasks involved for the ongoing maintenance and, when necessary, enhancement of the MAPAS application, along with the applicable schedule / timelines, will be determined by the Sheriff's Department's project manager.
2. On-Call response on a 24 hour a day, seven days a week basis: Based on current service levels, the contractor must have a consultant on-call and available to respond 24 hours a day, seven days a week. The current fixed cost for on-call service is \$1000 per month.

JUSTIFICATION

The MAPAS software application is composed of many complex modules that would be difficult and time consuming for a new contractor to learn. Extending the existing work Order would be cost and labor effective and will make use of the valuable business and

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technical knowledge possessed by the present contractor. In addition, the contractor's expertise must be available at any hour in case of unplanned system downtime. The availability of MAPAS is critical to the Sheriff's Department's court operations and the accounting for large sums of trust monies that have to transfer to the Auditor-Controller automatically on a daily basis.

During the work order extension, the Sheriff's Department will be concentrating on developing the specifications and design for a MAPAS replacement system. The Chief Information Officer has determined that the work to be performed under the amended work order is consistent with the approval given by your Board on November 25, 2003, to allow existing contracts with Sierra for sustaining maintenance support (including operationally required enhancements) to be negotiated and extended.

FISCAL IMPACT

The current work order was established January 30, 2001 with a maximum amount of \$544,000. As of December 1, 2003, the Department has expended \$503,209 of the \$544,000.

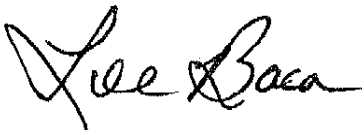
This amendment will extend the work order to September 30, 2004, through the term of ITSSMA, with the option to extend the work order upon approval. In addition, the amendment will increase the maximum total to \$760,000. The funding will be covered totally by revenue generated in the performance of civil and criminal process services. No unanticipated net County costs will be incurred.

CLOSING

Per the established processing guidelines, if notification from your Board is not received within the two-week review period, the Sheriff's Department will notify ISD to proceed with the work order amendment.

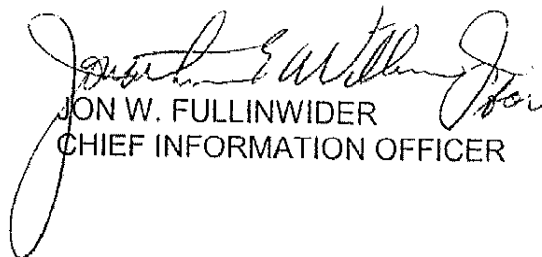
Should there be questions regarding this matter, please contact Lieutenant David Coleman at (562) 465-7946.

Sincerely,



LEROY D. BACA
SHERIFF

NOTED AND APPROVED:



JON W. FULLINWIDER
CHIEF INFORMATION OFFICER